

INPUT

Research, Analysis, Recommendations
for

Information Systems Management
and
Information Services Vendors



INPUT—Company Profile

☒ Independently owned & operated since 1974

☒ International research & sales

- California
- New York
- Washington, D.C.
- London
- Paris
- Tokyo

☒ Staff of 90



INPUT

- A** Advisory Services
 - Twelve-month Programs
 - Research-based Reports
 - Continuous "Hotline" Client Support
 - Conferences/Seminars/Roundtables
 - Newsletters
 - On-Site Meetings/Presentations
 - INPUT Information Center Access

- B** Proprietary/Custom Research and Consulting
 - Information Systems
 - Information Services

- C** Multiclient Studies



INPUT Advisory Services Family

Information Systems and Services

- 1 Information Systems Program (ISP)
- 2 Vendor Analysis Program—U.S. (VAP)
- 3 Vendor Analysis Program—Europe (VAPE)
- 4 Market Analysis Program—U.S. (MAP)
- 5 Market Analysis Program—Europe (MAPE)
- 6 System Integration Program—U.S. (SIP)
- 7 Electronic Data Interchange Program (EDIP)
- 8 Federal Information Systems and Service Program (FISSP)
- 9 Multinational Network Program (MNP)—proposed

Systems and Software and Maintenance/Support

- 10 Customer Service Program—U.S. (CSP)
- 11 Customer Service Program—Europe. (CSPE)



Information Systems Program (ISP) 1988 Program

6 Reports	15 Industry Sector Reports	Client Support
DBMS: Current Trends and Challenges	Banking/Finance	2 Seminars per year
	Insurance	
Workstation Strategies Series	Government	"Hotline" Client Inquiry Service
	Distribution	
Integrated Services Digital Networks	Transportation	On-Site Presentations
	Utilities	
Integrated Voice/ Data Services	Medical	All-Client Conference
	Education	
CASE and Application Development Productivity	Telecommunications	Information Centers
	Service Industry	
Information Systems Planning Report	"Other" Sectors	



Information Systems Program (ISP) 1989 Program

6 Reports	15 Industry Sector Reports	Client Support
End-User Computing	Banking/Finance	"Hotline" Client Inquiry Service
Executive Information Systems	Insurance	On-Site Presentations
SI and the Information Systems Function	Government	Access to IS Professionals and Information Centers
Image Processing	Distribution	
Managing the Applications Portfolio	Transportation	
Information Systems Planning Report	Utilities	All-Client Conference
	Medical	
	Education	
	Telecommunications	
	Service Industry	
	"Other" Sectors	



Information Services Industry

Vendor Analysis Program (VAP) 1988 Program

Vendor Profiles	Vendor Financial Watch	Directory of Vendors
Monthly Profile Delivery	Revenue & Net Income Performance	3,000 Vendors Listed
Key Vendors	140 Top Public Vendors	Geographic Index
Public Companies	Analysis of 4 Service Delivery Modes	Type of Service Index
Private Companies	Eight-quarter Comparison	Public Companies
		Private Companies
		Key Information Including Revenue Size

... and Client Support



Information Services Industry

Vendor Analysis Program (VAP) 1989 Program

Vendor Profiles	Vendor "Hotline" Service	Client Support
Monthly Profile Delivery	Systems Integration	Information Centers
Key Vendors	Professional Services	- California
Public Companies	Applications Software	- New Jersey
Private Companies	Systems Software	- Washington, D.C.
U.S. & Canada	Processing Services	- London
	Network Services	All Client Conference
	Communications Services	
	Turnkey Systems	
	TPM	



New European
Information Services Industry

Vendor Analysis Program—Europe
(VAPE)
1989 Program

Vendor Profiles	Vendor "Hotline" Service	Client Support
Monthly Profile Delivery	Systems Integration	Vendor List
Key Vendors	Professional Services	Information Centers
Public Companies	Applications Software	- London
Private Companies	Systems Software	- California
50/year	Processing Services	- New Jersey
	Network Services	- Washington, D.C.
	Communications Services	
	Turnkey Systems	
	TPM	



Information Services Industry

Market Analysis Program—U.S. (MAP) 1988 Program

4 Forecast/ Analysis Reports	5 Issue Studies	Industry Sector
Processing/Network Services	VAR—Alternate Distribution Channels	Industry Specific Reports (15 sectors)
Software Products	Emerging Network Based Information Services Markets	Cross-Industry Reports (7 sectors)
Professional Services	CASE—A Comprehensive Analysis	
Turnkey Systems	SAA—Impact on the Industry	
	Implications of SI on Professional Services Firms	

... and Client Support



Information Services Industry

Market Analysis Program—U.S. (MAP) 1989 Program

4 Forecast/ Analysis Reports	5 Issue Studies	Industry Sector
Processing/Network Services	Mergers and Alliances	Industry Specific Reports (15 sectors)
Software Products	Image Processing	Cross-Industry Reports (7 sectors)
Professional Services/Systems Integration	Software Productivity	
Turnkey Systems	2 Additional to be defined	

... and Client Support



Information Services Industry

Industry Segmentation 1989 Market Analysis Program—U.S.

Industry-Specific Sector, Forecast and Analysis

- | | |
|-----------------------------------|---------------------------------|
| * Banking/Finance | Utilities |
| * Discrete Manufacturing | * Federal Government |
| * Process manufacturing | State/Local Government |
| * Distribution (Retail/Wholesale) | Transportation |
| * Education | Telecommunications |
| * Medical | Service Industry |
| * Insurance | Other Industry-Specific Sectors |

Cross-Industry Sector, Forecast and Analysis

- * Engineering/Scientific
- Human Resources
- Education/Training
- Planning and Analysis
- Accounting
- * Office Systems
- Other Cross-Industry Sectors

- * Detailed Reports



Information Services Industry

Market Analysis Program—Europe
(MAPE)
1988 Program

1 Forecast/ Analysis Report	5 Strategic Issue Studies	Client Support
5-year User- Expenditure Forecast	Value added Data Services	"Hotline" Client Inquiry Service
France, Italy, UK, West Germany, Switzerland, Spain, and Nordic Countries	CSI Markets	Access to INPUT Information Centers
Competitive Environment	Education and Training	Annual Client Conference (UK)
Four Service Delivery Modes (Processing/ Network Services, Software, Turnkey, and Professional Services)	Key Application Software Opportunities	
	Fifth Generation Software Engineering	



Information Services Industry

Market Analysis Program—Europe (MAPE) 1989 Program

1 Forecast/ Analysis Report	5 Strategic Issue Studies	Client Support
5-year User- Expenditure Forecast France, Italy, UK, West Germany, Benelux and Scandinavia Competitive Environment Four Service Delivery Modes (Processing/ Network Services, Software, Turnkey, and Professional Services)	Professional Services Opportunities (Includes SI) Workstation Application Software Opportunities Electronic Information Services Turnkey Markets Opportunities Software Maintenance and Support	"Hotline" Client Inquiry Service Access to INPUT Information Centers Annual Client Conference (UK)



Information Systems and Services

Systems Integration Program (SIP) 1988 Program

Monthly SI Project Reports	3 SI Market Analysis	<i>SI Reporter</i> Newsletter
Commercial & Federal Projects	SI Forecast and Trends	Event Driven
Project Descriptions	SI Competitive Analysis	Vendor and Project Information
Contractor Information	SI Buyer Issues/ Case Studies	Forces Driving the Industry
Analysis of Projects Component Services		Executive Audience

... and SI Seminars/Client Support



Information Systems and Services

Systems Integration Program (SIP) 1989 Program

Monthly SI Project Reports	4 SI Market Analysis	<i>SI Reporter</i> Newsletter
Commercial & Federal Projects	SI Forecast and Trends	Event Driven
Project Descriptions	SI Competitive Analysis	Vendor and Project Information
Contractor Information	Network Management and Services	Forces Driving the Industry
Analysis of Projects Component Services	Professional and Other Services	Executive Audience

... and Client Support



Information Services Industry

Electronic Data Interchange Program (EDIP) 1988 Program

Eight Studies	Seminars	Client Inquiry Services
EDI Service Analysis, 1988-1993	EDI Conference, July 28, 29 San Francisco	"Hotline" Inquiry Service
EDI Service Provider Profiles— Update	Annual Client Conference, September 28-30, Scottsdale	Access to INPUT's Information Centers
EDI Software Analysis, 1988-1993		EDI Reporter Monthly Newsletter
EDI Software Company Profiles		
Vertical Market EDI Potentials and Directions		
Value Added Network and Data Services European Market Directions		
X.400 Products and Services		
EDI and Professional Services		



Information Services Industry

Electronic Data Interchange
Program (EDIP)
1989 Program

EDI Analysis Reports	Seminars	Client Inquiry Services
EDI Intertrends 1989-1994	EDI Topic Seminar Spring, 1989	"Hotline" Inquiry Service
Electronic Medical Claims	EDI Conference, Summer, 1989	Access to INPUT's Information Centers
Federal EDI Update	Annual Client Conference, Fall 1989	EDI Reporter Monthly Newsletter
EDI User Case Studies II		



Federal Information Systems and Services Program (FISSP) 1988 Program

Procurement Analysis Reports (PAR)	Market Analysis Reports (MAR)	Client Support
Tracks Individual Procurement Opportunities up to 5 Years in Advance of RFP Release	Federal Professional Market Analysis Report	"Hotline" Inquiry Service
	Large-Scale Systems	Access to Federal Information Center
	Mid-Scale Systems	
Describes Specific Mission Requirements and Related Programs	NASA	Annual FISSP Client Conference
List Prior Awards	Federal Office Information Systems Market	Annual INPUT Client Conference
Identifies Points of Contact for Pre-Sale Marketing	Federal Systems Integration Market, 1988-1993	
Indexed by Agency, Fiscal Year, and Systems/Service Mode	Federal Telecommunications Market, 1988-1993	



Federal Information Systems and Services Program (FISSP) 1989 Program

Procurement Analysis Reports (PAR)	Market Analysis Reports (MAR)	Client Support
Tracks Individual Procurement Opportunities up to 5 Years in Advance of RFP Release	Microcomputers	"Hotline" Inquiry Service
Describes Specific Mission Requirements and Related Programs	Defense Logistics Agency Market	Access to Federal Information Center
List Prior Awards	Federal Computer Security Market	Annual FISSP Client Conference
Identifies Points of Contact for Pre-Sale Marketing	Federal Professional Services Market	Annual INPUT Client Conference
Indexed by Agency, Fiscal Year, and Systems/Service Mode	Federal Systems Integration Market	
Defense and Civil Agencies	Federal Processing Services and FM Market	
	Federal Software and Related Services	



Systems and Software Maintenance/Support

Customer Service Program (CSP) 1988 Program

3 Small Systems Reports	3 Large Systems Reports	3 TPM Reports
INCLUDES Hardware Maintenance (IBM 436X, IBM 9370, etc.)	INCLUDES Hardware Maintenance (IBM 438X, IBM 309X, etc.)	INCLUDES Hardware Maintenance (TPM Vendors, by Product Type, Mainframe, Mini, Micro, etc.)
INCLUDES Software Support	INCLUDES Software Support	INCLUDES
User Requirements Report	User Requirements Report	Software Support (Problem Data Bases Up to and Including Actual Software Fixes)
Vendor Analysis Report	Vendor Analysis Report	User Requirements Report
Market Analysis Report	Market Analysis Report	Vendor Analysis Report
		Market Analysis Report

... and Monthly Newsletter/Client Support



Systems and Software Maintenance/Support

Customer Service Program (CSP) 1989 Program

4 Program Modules	3 Reports Per Module	Customer Satisfaction Survey	Client Support
Large Systems	User Service Requirements Report	Proprietary Summary Report	Customer Service Conference
Mid-Range Systems	Vendor Analysis Report	Your Customers	"Hotline" Inquiry Service
PC/Workstations	Market Analysis Report		"Hotline" Digest
Third-Party Maintenance			On-Site Presentation
			All-Client Conference
			Access to INPUT Information Centers

... and Monthly Newsletter/Client Support



Systems and Software Maintenance/Support

Customer Service Program—Europe (CSPE) 1988 Program

Annual Report	Issue Reports	Client Services
Market Size, Vendor Share, User Preferences	TPM Markets 1988-1993	Newsletter (6/Year)
Small, Medium, Large Systems and Software	Pricing of Customer Service	Two On-Site Meetings
UK, France, West Germany, Italy, Benelux, Scandinavia	Education and Training	"Hotline" Inquiry Service
	Automated Service Systems	
	Disaster Recovery	
	Inventory Control of Spares	
	Changing User Requirements	



Systems and Software Maintenance/Support

Customer Service Program—Europe
(CSPE)
1989 Program

Annual Report	Reports	Client Services
Market Size, Vendor Share, User Preferences	TPM Markets 1989-1994	Newsletter (6/Year)
Small, Medium, Large Systems and Software	Customer Service Pricing Trends	Meetings at Client Site
UK, France, West Germany, Italy, Benelux, Scandinavia	Software Maintenance and Support	"Hotline" Inquiry Service
Survey of 2,000 Users	Impact of Service Quality Standards	
	Fourth-Party Maintenance Opportunities	
	The Training Challenge for Customer Service	



New Advisory Service

Multinational Network Program (MNP) 1989

Annual Research Services	Studies	ClientSupport
Vountry Service Profiles	Regional Service Analysis	"Hotline" Client Inquiry Service
Quarterly Service News	- Asia/Pacific	On-Site Presentation
Handbook of International Public Data Networks	- Europe/Middle East/Africa	Access to INPUT Professionals
	- Americas	INPUT Information Centers
		Annual Conference



Multinational Network Program

Representative List of Countries

Argentina	Malaysia
Australia	Mexico
Austria	New Zealand
Bahrain	Panama
Belguim	Phillippines
Brazil	Puerto Rico
Canada	Singapore
Chile	South Korea
Colombia	Sweden
Denmark	Switzerland
France	Taiwan
Germany	Thailand
Hong Kong	United Kingdom
Itlay	United States
Japan	Venezuela



INPUT Client Support

"Hotline" Client Inquiry Services	On-Site* Presentations	All-Client Conference	Access to INPUT Information Centers
Answers to Your Unique Questions	Your Site, Your Group, 1/2 Day	Multiple-Track, 3 Day Meeting	CA, NJ, DC, UK Information Centers
Fast Response		Fall, 1989	
Daily Support	Summary of the Year's Research Findings	East Coast	4,000 Vendors
Access a Staff of Professionals	INPUT Consultant	Trends & Forecasts	150 Trade Publications
Relative to Your Service Area	Relative to Your Service	All INPUT Research	300 Industry/ Applications Files
Newsletters**			All INPUT Studies

* Included in VAP, MAP, ISP only

** Included in SIP, EDIP, CSP, CSPE only



INPUT[®]

**1989 MULTINATIONAL NETWORK
PROGRAM**

1989 Multinational Network Program (MNP)

PROGRAM SUMMARY

Increasing competition at home and abroad is causing corporations to extend their operations to countries throughout the world. This trend greatly adds to the difficulties of designing, implementing, and operating corporate systems and networks.

INPUT's Multinational Network Program (MNP) was created and developed to assist managers and planners to understand the complexities of multinational network design and management and provide information for planning and operating overseas.

Through the Program, clients will receive a comprehensive analysis and five-year projection of service requirements and trends for services in a major geographic area each year. Consideration will be given to changing user requirements, national/regional development trends, and regulatory trends that could affect telecommunications planning and management.

Complementing the ongoing research are profiles of telecommunications services and costs for approximately forty countries throughout the world. For network planners and managers, the profiles provide a ready reference to services, costs, and regulations for operating in countries throughout the world.

In addition to these services, access to INPUT's "hotline" brings the latest information about recent changes and access to INPUT's professional staff to conduct additional research to meet a specific need.

ANNUAL RESEARCH SERVICES

Country Service Profiles

Complete and comprehensive reference guide for information about operating regulations, restrictions, costs, and business practices in forty countries.

REPRESENTATIVE LIST OF COUNTRIES

Argentina	Malaysia
Australia	Mexico
Austria	New Zealand
Bahrain	Panama
Belgium	Philippines
Brazil	Puerto Rico
Canada	Singapore
Chile	South Korea
Colombia	Sweden
Denmark	Switzerland
France	Taiwan
Germany	Thailand
Hong Kong	United Kingdom
Italy	United States
Japan	Venezuela

Quarterly Service News

A quarterly report, providing a summary of developments in multinational network services. Identifies new services, changes in regulations and tariffs, and general developments for countries throughout the world.

Handbook of International Public Data Networks

Comprehensive profile of packet switch network services in approximately 40 countries.

ISSUE/PLANNING STUDIES

Regional Service Analysis

A comprehensive study of trends in network development and use for the following regions:

- Asia/Pacific
- Europe/Middle East/Africa
- North/Central/South America

Studies analyze changes and developments in services such as packet networks, satellite and value-added services, regulations, tariffs, and regional/national developments that could affect network design, development, and management.

CLIENT SUPPORT

"Hotline" Client Inquiry Service

MNP clients receive continuous support from INPUT's consultants throughout the program year. The objectives of the service are to: provide telephone consultation, fulfill "short-term" research needs (requiring fewer than 2 hours), clarify/amplify report and presentation data.

On-site Presentation

INPUT will present cumulative results of all research at your site each year. You select the time and place. INPUT will present to a group of any size.

Access to INPUT Professionals/Information Centers

As a client, you are entitled to contact our consultants and/or use any of INPUT's four Information Centers (CA, NJ, DC, U.K.). The California facility houses more than 150 trade publications, more than 300 industry/application files, and all INPUT studies conducted for general release.

Annual All-Client Conference

All INPUT forecasts are presented and discussed; sessions of specific interest to telecommunications clients are held.

PROGRAM DESCRIPTION

ANNUAL RESEARCH SERVICES

- Country Service Profiles
- Quarterly Service News
- Handbook of International Public Data Networks

ISSUE/PLANNING STUDIES

- Regional Service Analysis
 - Asia/Pacific
 - Europe/Middle East/Africa
 - Americas

CLIENT SUPPORT

- "Hotline" Client Inquiry Service
- On-Site Presentation
- Access to INPUT Professionals
- Access to INPUT Information Centers
- Annual Conference

About **INPUT**[®]

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 MARKET ANALYSIS
PROGRAM**

1989 Market Analysis Program (MAP)

MAP—INDUSTRY SEGMENTATION

INDUSTRY-SPECIFIC SECTOR FORECAST AND ANALYSIS
<ul style="list-style-type: none">* Banking/Finance* Discrete Manufacturing* Process Manufacturing* Distribution (Retail/Wholesale)* Education* Medical* InsuranceUtilities* Federal GovernmentState/Local GovernmentTransportationTelecommunicationsService IndustryOther Industry-Specific Sectors
CROSS-INDUSTRY SECTOR FORECAST AND ANALYSIS
<ul style="list-style-type: none">* Engineering/ScientificHuman ResourcesEducation/TrainingPlanning and AnalysisAccounting* Office SystemsOther Cross-Industry Sectors

- * Detailed Reports

INDUSTRY SECTOR REPORTS

INPUT will forecast and examine 22 separate industry sectors (industry-specific sectors and cross-industry sectors). Ten in-depth reports will be issued on sectors marked with asterisk in the chart above; summary analyses and forecasts will be issued for the remaining sectors.

MARKET FORECAST REPORTS

Four Market Forecast Reports are produced annually. Five-year user expenditure forecasts and prior-year actuals are presented with forecast reconciliation; complete market analysis included.

Professional Services Forecast

Analysis of vendor strategies, industry sector segmentation and market forecast for 1989 to 1994. Includes consulting, education/training, software development, systems integration, and systems operations.

Software Products Forecast

Forecast includes segmentation by systems software markets (systems control, data center management and applications development tools) and system environment (workstation/PC, minicomputer, mainframe). Application software markets and industry sector segmentations are included. Leading vendors and strategies are described.

Processing/Network Services Forecast

Analyzes vendor strategies and tactics in depth. Forecasts size of market, including portions for value-added network services, EDI, electronic mail and electronic information services. Industry-specific and cross-industry sectors are included. Focus on driving forces and technologies affecting this portion of the industry.

Turnkey Systems Forecast

Includes 1989 to 1994 forecast for turnkey systems equipment, packaged software, and customized software and support markets. Industry-specific and cross-industry sectors are included.

RESEARCH BULLETINS

INPUT will publish frequent bulletins providing analysis and interpretation of current industry trends and events. These bulletins will examine timely issues and provide you with an expert "outside" view of the driving forces affecting the rapidly-changing information services industry to keep you current.

ISSUE STUDIES

Mergers and Alliances

Identifies significant 1988 information services mergers and alliances. Analyzes the strategies behind the merger and alliance, consequences of the activity, and likelihood of success.

Image Processing

A look at this emerging technology which has far-reaching implications. Examination of how vendors are integrating image processing into their offerings, as well as case studies discussing user and MIS Department reactions to delivered products. Interview results, forecasts, and vendor recommendations are included.

Software Productivity

Expansion of INPUT's coverage of this high-interest issue. Focus on actions taken by vendors and users to benefit from new software products, methodologies, and technologies. Vendor and user interviews provide the basis for forecasts, identification of dominant products, and review of emerging products. Analysis of user satisfaction is included.

Additional topics are under consideration. Possible subjects of high interest to clients include:

- Voice Service Markets and Products
- Artificial Intelligence Markets and Products
- Impact of IBM AS/400 on the Information Services Market
- Electronic Information Systems
- End User Computing
- Applications, Maintenance and Support
- UNIX Markets

CLIENT SUPPORT

"Hotline" Client Inquiry Services

MAP clients receive continuous support from INPUT's Information Services industry consultants throughout the program year. The objectives of the service are to:

- Provide informed opinion
- Clarify/amplify MAP report, forecast, and presentation data
- Fulfill short-term research needs (requiring fewer than 2 hours)

Approximately 40 hours per year per client are reserved for "Hotline" services; this allotment can be increased at an additional fee.

On-Site Presentation

Presentation of cumulative results of MAP research at your site once each year. You select the time and place. INPUT analysts will present to a group of any size; presentation time is approximately one-half day.

Annual All-Client Conference

All INPUT forecasts are presented and discussed in this three-day event.

Access to INPUT Information Centers

You may access any of INPUT's four Information Centers (CA, NJ, DC, UK). The California facility houses more than 150 trade publications, files on more than 4,000 information services vendors, extensive industry/application market files, and all INPUT studies conducted for general release.

INDUSTRY SECTOR REPORTS	MARKET FORECAST REPORTS
<ul style="list-style-type: none"> • Industry-Specific • Cross-Industry • 5-Year Forecast • Forecast Reconciliation 	<ul style="list-style-type: none"> • 4 Reports <ul style="list-style-type: none"> - Professional Services/Systems Integration - Software Products - Processing/Network Services - Turnkey Systems • 5-Year Forecast/Reconciliation • Industry Sector Segmentation
ISSUE STUDIES	
<ul style="list-style-type: none"> • 5 Reports • Client Driven Topic Selection 	
CLIENT SUPPORT	
<ul style="list-style-type: none"> • "Hotline" Inquiry Service • On-Site Presentation • All-Client Conference • Information Centers 	

About **INPUT**[®]

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 MARKET ANALYSIS
PROGRAM—EUROPE**

1989 Market Analysis Programme—Europe (MAPE)

PLAN FOR SUCCESS

INPUT's Market Analysis Program—Europe (MAPE) is a set of continuing services that provide timely and accurate intelligence on some of the fastest-moving markets in the world. How much you know about them and when you find out could spell the difference between profit and loss for your firm.

USE A POWERFUL SERVICE

A powerful service for tracking and anticipating market trends, MAPE provides you with the information you need, including:

- An incisive view of European information services markets.
- In-depth analysis of the dynamics of the user and competitive environments.
- Invaluable advice for vendors seeking to address or re-evaluate their strategy for exhibiting market opportunities.

FORECAST AND ANALYSIS REPORT

European Information Services Industry Analysis and Forecast 1989 - 1994

This report provides an analysis and five-year forecast for information services in the major European geographical markets of France, Italy, the United Kingdom, West Germany, Benelux, and Scandinavia. In addition, an assessment of the market in other European countries is also included.

Estimates of the total size of each geographical market are given together with growth rate predictions to 1994.

Major industry trends, issues and growth factors will be reviewed together with an analysis of successful vendor strategies, the competitive environment and key opportunities available to industry players.

STRATEGIC ISSUE REPORTS

Five strategic issue reports will be produced in the 1989 program. Topics under consideration are:

- Professional Services Opportunities (includes systems integration)
- Workstation Application Software Opportunities
- Electronic Information Services
- Turnkey Market Opportunities
- Software Maintenance and Support

CLIENT SUPPORT

Market Intelligence Service

INPUT's experienced staff is available throughout the subscription period to provide you with advice on issues, trends and developments within the information services industry.

The service provides valuable support to client organizations in the areas of marketing planning, product positioning, competitor analysis, acquisition/partnering agreements and marketing communications.

You will also receive a regular communication from INPUT's director of research relating to key developments and issues in the information services industry.

Consultant Presentations

INPUT's consultants, who have all held marketing management positions in the information services industry, are available to provide you with presentations on chosen topics for a group of your colleagues.

Annual Joint Client Conference

Held in London during the fourth quarter of 1989, this annual conference will enable INPUT's clients to be updated on key strategic industry trends and developments, as well as meet senior staff from other INPUT clients. Attendance at this conference is available at a reduced fee for full subscribers.

FORECAST AND ANALYSIS REPORT

- 5-year Forecast
- Country Market Analysis
 - France
 - Italy
 - United Kingdom
 - West Germany
 - Benelux
 - Scandinavia

STRATEGIC ISSUE REPORTS

- Professional Services Opportunities (Includes Systems Integration)
- Workstation Application Software Opportunities
- Electronic Information Services
- Turnkey Market Opportunities
- Software Maintenance and Support

CLIENT SUPPORT

- Market Intelligence Service
 - Inquiry Service
 - Ongoing dialog with INPUT Professionals
- Annual Client Conference
- Access to INPUT Information Centers
- Presentations Available

The Market Analysis Program—Europe (MAPE) was formerly titled Software and Services Program—Europe (SSPE)

About INPUT®

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

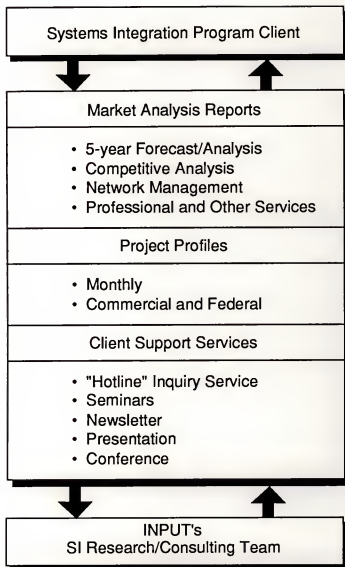
FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 SYSTEMS INTEGRATION
PROGRAM**

1989 Systems Integration Program (SIP)

PROGRAM DESCRIPTION



SI MARKET ANALYSIS REPORTS

SI Forecast and Trends Report, 1989-1994

Forecasts user expenditures for systems integration over the next five years by industry and service mode. Breakdown includes year-to-year outlays by type of contract. Analyzes 1988 contracts by examining expenditures for services, acquisitions, and in-house versus contracted systems integration solutions.

Competitive Analysis Report

Update to our 1988 Competitive Analysis, this report ranks vendors by industry, annual revenue, and contract size. Major sub-contractors and suppliers are included. In-depth vendor profiles have been added and updated.

Network Management and Services

Identifies the key players, prime and sub-contractors, and users of both primary management facilities and ADP systems with extensive network requirements. Federal and commercial telecommunications applications will be covered.

Professional and Other Services

Examines SI vendors providing various aspects of Professional Services, such as custom software, systems design, and acceptance testing. Differentiates between Professional/Other Services, versus those offered on completed and on-going projects. Identifies role of outside specialists and consulting firms and examines extent of participation by these types of Professional Service firms in SI.

SI PROJECT PROFILES (SIPP)

SIPP identify and track both federal and nonfederal systems integration projects.

SI Project Profiles include:

- Contractor Information (Company and Function)
 - Prime Contractor
 - Subcontractors
 - Outside Consultants
- Business Problem (Statement of Problem/Objectives)
- Major Tasks
- Contract Information
 - Type
 - Dollar Value
 - Duration
 - Schedule
 - Special Conditions
- Project Component Analysis (Component, Descriptions, Source)
 - Computer and Communications
 - Equipment
 - Professional Services
 - Software Products and Development
 - Maintenance
 - Systems Operations
 - Other Information Services Components
 - Other Non-Information Services Components
- INPUT Insights
 - Favored Vendors
 - Anticipated Margins
 - Alliances
 - Customer Satisfaction Levels
 - Future Plans
 - Other Relevant Information

You will receive monthly shipments of research-based SI Project Profiles.

CLIENT SUPPORT

Hotline Client Inquiry Service

INPUT's SI team provides response to your most urgent SI questions. Your questions can be posed to INPUT by telephone, fax, or telex.

In addition to the questions you generate, INPUT SI specialists will call you with crucial "current event" information and/or data deemed important to you and your firm.

SI Seminars

INPUT conducts two SI seminars during the program year, designed to provide useful buyer, vendor, and market data that can be directly applied to SI sales and marketing problems. Topics include review of project profiles, vendor issues, alliances, technology, industry developments, and bidding guidelines.

SI Reporter Newsletter

As events warrant, INPUT will deliver issues of the *SI Reporter*, an informative systems integration newsletter highlighting upcoming seminars, outside training conferences, INPUT reports, mergers and acquisitions, major contract awards, and technology announcements.

Annual Presentation at Your Site

A member of INPUT's SI team will present the results of SI research at your site. This important session is generally held during the fourth quarter of the program year.

Annual All-Client Conference

All INPUT forecasts are presented and discussed in this three-day event.

Access to INPUT Information Centers

SIP clients may access any INPUT Information Center; California, New Jersey, and Washington, D.C. Each center houses a complete set of all INPUT syndicated research. As a client, you may access all INPUT studies.

About INPUT®

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 VENDOR ANALYSIS
PROGRAM**

1989 Vendor Analysis Program (VAP)

PROGRAM DESCRIPTION

VENDOR "HOTLINE" SERVICE
<ul style="list-style-type: none">• Information Services Vendors• Public/Private Companies, Divisions• U.S. and Canada
VENDOR PROFILES
<ul style="list-style-type: none">• Information Services Vendors• U.S. and Canada• Company Background/Financial History• Products and Services• Revenue and Employees• Revenue Distribution by Service Mode
VENDOR INFORMATION CENTER
<ul style="list-style-type: none">• California Center• New Jersey Center• Washington, D.C. Center
ANNUAL CONFERENCE

VENDOR PROFILES

Accurate, concise analyses of public and private information services vendors are the cornerstone of VAP. The 1989 profiles will focus on small, emerging companies, private companies, and prominent divisions of larger companies.

Vendor Profiles include:

- General Information (company name, address, telephone, CEO name, public/private, employees, revenues)
- Summary of company origin, merger/acquisition history, events impacting company growth
- 5-year financial summary
- Key products and services
- Industry markets served
- Geographic markets served
- Information systems (hardware and software) capability
- And more

Vendor profiles are based on research conducted by INPUT; clients receive shipments monthly.

VENDOR "HOTLINE" SERVICE

VAP clients receive continuous support from INPUT's information services vendor consultants throughout the program year. The objectives of the service are to:

- Clarify/amplify VAP vendor data
- Provide telephone consultation
- Fulfill "short-term" vendor research needs (requiring fewer than 2 hours of research)

Approximately 40 hours per year per client are reserved for "Hotline" services; this allotment can be increased at an additional fee.

ACCESS TO VENDOR INFORMATION CENTERS

You may access any of INPUT's Information Centers (CA, NJ, DC, UK). The California facility houses more than 150 trade publications, files on more than 4,000 information services vendors, more than 300 industry/application files, and all INPUT studies conducted for general release.

ANNUAL ALL-CLIENT CONFERENCE

All INPUT forecasts will be presented and discussed; the competitive environment will be analyzed.

TYPES OF VENDORS COVERED

- Systems Integration Vendors
- Professional Services Vendors
 - Consulting
 - Education/Training
 - Software Development
 - Systems Operations
- Applications Software Vendors
- Systems Software Vendors
 - Systems Control Software
 - Data Center Management Software
 - Applications Development Tools
- Processing Services Vendors
 - Transaction Services
 - Utility Services
 - Other Processing Services
- Network Services Vendors
 - VANs
 - EDI
 - Electronic Mail
 - Electronic Information Services
- Communications Services Vendors
- Turnkey Systems Vendors
- Third-Party Maintenance Vendors

The Vendor Analysis Program (VAP) was formerly titled Company Analysis and Monitoring Service (CAMS).

About **INPUT**[®]

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 VENDOR ANALYSIS
PROGRAM—EUROPE**

1989 Vendor Analysis Programme—Europe (VAPE)

PROGRAM DESCRIPTION



VENDOR PROFILES

Accurate, concise analyses of public and private information services vendors are the cornerstone of VAPE. Fifty new profiles a year are planned.

Vendor Profiles include:

- General Information (company name, address, telephone, chief executive's name, public/private, employees, revenues)
- Summary of company origin, merger/acquisition history, events impacting company growth
- 5-year financial summary
- Key products and services
- Industry markets served
- Geographic markets served
- Information systems (hardware and software) capability

Vendor profiles are based on research conducted by INPUT; clients receive shipments monthly.

LIST OF INFORMATION SERVICES VENDORS

Alphabetic list of approximately 400 European information services vendors along with summary data. Indexed by geographic market service and mode of services offered. Typically the companies will have revenues of \$5 million or more.

VENDOR "HOTLINE" SERVICE

VAPE clients receive continuous support from INPUT's information services vendor consultants throughout the program year. The objectives of the service are to:

- Clarify/amplify VAPE vendor data
- Provide telephone consultation
- Fulfill "short-term" vendor research needs (requiring fewer than 2 hours of research)

Approximately 40 hours per year per client are reserved for "Hotline" services; this allotment can be increased at an additional fee.

ACCESS TO VENDOR INFORMATION CENTRES

You may access any of INPUT's Information Centres (London, California, Washington, D C., and New Jersey). The California facility houses more than 150 trade publications, files on more than 4,000 information services vendors, more than 300 industry/application files, and all INPUT studies conducted for general release.

ANNUAL CONFERENCE

All INPUT forecasts will be presented and discussed; the competitive environment will be analyzed. Clients can attend at a reduced fee.

TYPES OF VENDORS COVERED

- Professional Services Vendors
 - Consulting
 - Education/Training
 - Software Development
 - Systems Operations
- Systems Integration Vendors
- Applications Software Vendors
- Systems Software Vendors
 - Systems Control Software
 - Data Center Management Software
 - Applications Development Tools
- Processing Services Vendors
 - Transaction Services
 - Utility Services
 - Other Processing Services
- Network Services Vendors
 - VANS
 - EDI
 - Electronic Mail
 - Electronic Information Services
- Communications Services Vendors
- Turnkey Systems Vendors
- Third-Party Maintenance Vendors

INPUT also has a Vendor Analysis Programme that covers the U.S. Information Services Industry.

About INPUT®

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

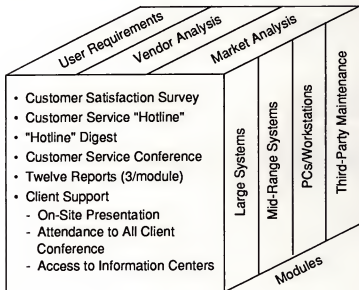
FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 CUSTOMER SERVICE
PROGRAM**

1989 Customer Service Program (CSP)

PROGRAM DESCRIPTION



"CUSTOMIZED" CUSTOMER SATISFACTION SURVEY PROGRAM OPTION

INPUT will conduct customer satisfaction survey for each subscribing company. Drawing from user names provided by the client company, INPUT will survey up to fifty customers. Proprietary summary will be provided to subscribing company; survey data will be incorporated in INPUT's CSP database.

"HOTLINE" CLIENT INQUIRY SERVICE

CSP clients receive continuous support from INPUT's customer service consultants throughout the program year. The objectives of the service are to:

- Clarify/amplify CSP report and presentation data
- Provide informed opinion
- Fulfill short-term research needs (requiring fewer than 2 hours)
- Provide contract, discounting, and/or warranty information

Approximately 40 hours per year per client are reserved for "Hotline" services; this allotment can be increased at an additional fee.

CUSTOMER SERVICE "HOTLINE" DIGEST

Key questions posed by our clients through CSP's continuous Hotline Client Inquiry Service along with answers are reported, customer service issues are examined, and early release of key research results are included.

CUSTOMER SERVICE CONFERENCE

Customer service issues, trends, and forecasts will be presented at this 2-day meeting to be held in spring, 1989.

SERVICE USER REQUIREMENTS REPORTS

Four separate **Service User Requirements Reports** are produced: Large Systems, Mid-Range Systems, PCs/Workstations, and Third-Party Maintenance (TPM). Each report will cover:

- Equipment maintenance
- Software support
- Professional services
- Education and training

SERVICE VENDOR ANALYSIS REPORTS

Four distinct **Service Vendor Analysis Reports** are produced as part of the program: Large Systems, Mid-Range Systems, PCs/Workstations, and TPM. Each report will:

- Profile key service vendors
- Analyze service discounting, warranty, and pricing practices and trends
- Address marketing tactics and strategies
- Examine specific service offerings

SERVICE MARKET ANALYSIS REPORTS

Four separate **Service Market Analysis Reports** are provided: Large Systems, Mid-Range Systems, PCs/Workstations and TPM. Each report will:

- Present forecasts of user expenditures for service
- Report actual service user expenditures for the prior year (reconciliation included)
- Pinpoint new opportunities for service revenue
- Recommend specific action to increase revenue
- Examine key customer service issues
- Identify trends that could help or hinder success

ON-SITE PRESENTATION

INPUT will present cumulative results of all CSP research at your site once each year. You select the time and place. INPUT professionals will present to a group of any size; presentation time is approximately two hours, followed by a question/answer session.

ANNUAL ALL-CLIENT CONFERENCE

All INPUT forecasts are presented and discussed; user expenditures for service and the role of the customer service market in the information services industry is examined.

ACCESS TO INPUT INFORMATION CENTERS

You may access any of INPUT's four information Centers (CA, NJ, DC, UK). The California facility houses more than 150 trade publications, files on more than 4,000 information services vendors, extensive customer service vendor and industry files, and all INPUT studies conducted for general release.

PROGRAM OPTIONS

You may select any combination of program modules as shown in the exhibit, or select any combination of reports and services. INPUT's CSP is designed to meet your specific needs.

About INPUT®

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 CUSTOMER SERVICE
PROGRAM—EUROPE**

1989 Customer Service Programme—Europe (CSPE)

PROGRAM DESCRIPTION

CUSTOMER SERVICE ANALYSIS REPORTS	MAJOR ISSUE REPORTS (3 Reports)
<ul style="list-style-type: none">• Service Market Analysis Report<ul style="list-style-type: none">- Small Systems (value under \$75,000)- Medium Systems (value \$75,000-500,000)- Large Systems (value greater than \$500,000)- Associated Systems Software• Country-by-Country<ul style="list-style-type: none">- United Kingdom- France- West Germany- Italy- Benelux- Scandinavia• Survey of 2,000 Service Users	<ul style="list-style-type: none">• Third-Party Maintenance Analysis• Customer Service Pricing Trends• Software Maintenance and Support
	MARKET STUDIES (3 Reports)
	<ul style="list-style-type: none">• The Impact of Service Quality Standards• Fourth-Party Maintenance Opportunities• The Training Challenge for Customer Service
	CLIENT SUPPORT
	<ul style="list-style-type: none">• "Hotline" Inquiry Service• Bimonthly Newsletter• Meetings at Client's Site

CUSTOMER SERVICE ANALYSIS REPORTS

Service Market Analysis Report

This annual report presents and summarizes the data collected from INPUT's annual survey of the customer service users in the European computer industry. The report is based on approximately 2,000 telephone interviews conducted in Europe.

The report presents customer service data that Service/Marketing management can use to compare their company performance to that of their competitors and to contrast varied performance factors between different country markets (hardware systems are categorized as Small, Medium or Large). Service /support for both information systems and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Market size and vendor share information, user preferences on bundling, training requirements and future service needs are included.

Two meetings are held at your site. First, INPUT consultants will present an executive overview of research conducted during your subscription year. The second meeting will be arranged to meet your specific requirements.

About INPUT®

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 ELECTRONIC DATA
INTERCHANGE PROGRAM**

1989 Electronic Data Interchange Program (EDIP)

PROGRAM DESCRIPTION

EDI ANALYSIS REPORTS
<ul style="list-style-type: none">• EDI Intertrends• Electronic Medical Claims• Federal EDI Update• EDI User Case Studies
EDI REPORTER NEWSLETTER
<ul style="list-style-type: none">• Monthly• Issues, Events, Interviews• Users, Vendors
EDI CONFERENCES
<ul style="list-style-type: none">• Two-Day, Users/Vendors• Topic-Specific Seminar
CLIENT SUPPORT
<ul style="list-style-type: none">• "Hotline" Client Inquiry Services• Access to Information Centers• All-Client Conference (3-day)

ANALYSIS REPORTS

EDI Intertrends

Analyzes EDI market for 1989 to 1994 as a result of in-depth interviews with over 100 EDI users, plus network service companies, software firms and professional service providers. User expenditures for EDI services are forecast. Overall look at entire EDI market, trends, and directions.

Electronic Medical Claims

Report on recent Medicare (HCFA) guidelines and state initiatives. Examination of the drivers, activators and inhibitors in this "other" form of EDI.

Federal EDI Update

Updates forecast, describes new projects in light of new administration, and leverages information uncovered since INPUT-published Federal EDI Report in 1987.

EDI User Case Studies II

Drawing on INPUT's experience with our 1988 User Case Studies Report, this user-oriented report will describe developments at several companies implementing EDI solutions.

EDI Conferences

INPUT will conduct two EDI conferences for 1989. The two-day annual conference presents forecasts, trends, and directions from EDI users, vendors, and INPUT consultants. 1989 panels may discuss Electronic Medical Claims and Industry Association Clearinghouses. Dinner and yacht cruise included. In addition, a topic-specific conference, focusing on a timely issue such as Electronic Medical Claims, will be hosted by INPUT.

The latest information on vital EDI issues, events, vendor actions, and user experiences are presented in this monthly newsletter. First published in early 1987, *EDI Reporter* has become the most relied upon source of timely EDI information.

About INPUT®

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 FEDERAL INFORMATION
SYSTEMS AND SERVICES PROGRAM**

1989 Federal Information Systems and Services (FISSP)

FEDERAL MARKET OPPORTUNITY

The federal government will spend more than \$18 billion dollars annually on computer systems, computer services, software, and communications by 1992.

FISSP—WIN FEDERAL BUSINESS

The majority of these dollars will be won by vendors well-informed about federal procurement plans and practices. INPUT's Federal Information Systems and Services Program (FISSP) can help you win federal business.

PROCUREMENT ANALYSIS REPORTS (PARs)

PARs (described below) identify and track individual Defense and Civil Agency procurement opportunities up to five years in advance of RFP release; indexed by agency, fiscal year, and system/service mode. "Classified" programs are excluded from coverage. Clients receive PARs monthly.

PROCUREMENT ANALYSIS REPORTS (PARs) CONTAIN:

- Agency Name
- Program Title
- Funding by Fiscal Year
- Procurement Schedule Target Dates
 - Draft
 - CBD Announcement
 - Pre-Bid Conference
 - RFP-RFQ Release
 - Bid Due Date
 - Award Date
- Budget/Procurement Code
- Description of Program
- Systems/Services to Be Acquired
- Contract Types
- Contract Duration
- Contracting Office (Name and Address)
- Program Office (Name and Address)
- Background/Function
- Analysis
- Acquisition Plan
- Awards to Date

MARKET ANALYSIS REPORTS (MARs)

Microcomputers

Covers the federal market for microcomputers. Discusses applications, organizational targets and software strategies. Assesses the growth of government contracts for microcomputers and the impact on competition. Complements INPUT's 1988 Large-Scale Systems and Mid-Size Systems reports.

Defense Logistics Agency Information Services Market

Addresses the growing importance of automation in providing logistics support. Discusses the status and future of the Logistics System Modernization Program, as well as the degree of system's standardization throughout DLA. Evaluates the impact of organizational trends on the information services market.

Federal Computer Security Market

In-depth report on the current and future market for hardware, software, and services to support federal security concerns. Assesses present and future compliance with the Computer Security Act of 1986, and its impact on market trends. This report considers organizational issues related to computer security, and examines where vendors should focus their marketing efforts to realize the greatest return.

Federal Professional Services Market

Updates the forecast of the professional services market, including consulting, education, training, programming and analyses, facilities management, systems integration, and additional areas. Assessment of the impact of changing regulatory framework and budget constraints on the professional services market is included.

Federal Systems Integration Market

Segmented by key component elements, this report updates the forecast of the federal systems integration market. Analyzes agency trends toward fewer and larger procurements and the resulting impact on teaming arrangements among vendors.

Federal Processing Services & Facilities Management

Updates and discusses the forecasts and relationship of these two market segments. Assesses the conflicting patterns of lower processing services with higher facilities management activity. Analyzes agency strategy and procurement opportunities, as well as trends in these two markets.

FISSP—Procurements, Markets, Agencies, Vendors

PROCUREMENT ANALYSIS REPORTS		MARKET ANALYSIS REPORTS	
<ul style="list-style-type: none">• Defense & Civil Agencies• Indexed by Agency, Fiscal Year, and Systems/Service Mode• Monthly Reports		<ul style="list-style-type: none">• Microcomputers• Defense Logistics Agency Information Services Market• Federal Computer Security Market• Federal Professional Services Market• Federal Systems Integration Market• Federal Processing Services & Facilities Management Market• Federal Software & Related Services Market	
FEDERAL SYSTEMS & SERVICES CONFERENCE			
2-day, Washington D.C.			
CLIENT SUPPORT			
<ul style="list-style-type: none">• Federal "Hotline" Inquiry Service<ul style="list-style-type: none">- Agencies- Procurements- Markets- Vendors		<ul style="list-style-type: none">• Federal Information Center• Annual All-Client Conference	

Federal Software and Related Services Market
Updates the market forecast for both software products and software development support. Analyzes the impact of the growing emphasis the Office of Management and Budget (OMB) is placing on software products, as well as government-wide trends in software certification. An assessment of the size of the current market for Ada is included as well as forecasting growth and examining driving forces of that market.

FEDERAL SYSTEMS AND SERVICES CONFERENCE

Two-day conference held annually in Washington, D.C.; covers INPUT federal market research and presents expenditure forecasts. Presentations by government and industry leaders on trends, policies, and methods.

CLIENT SUPPORT

Federal "Hotline" Client Inquiry Service
FISSP clients receive continuous support from INPUT's Washington consultants throughout their program year. The objectives of the services are to:

- Provide informed opinion
- Fulfill "short-term" research needs (requiring no more than 2 hours)

- Clarify/amplify FISSP report and presentation data
- Handle FOIA requests (nominal additional fee)

Access to INPUT Information Centers

Access INPUT's Federal Information Center, which houses hundreds of agency planning, budget, and procurement documents and a wide array of government-related research sources and all other INPUT program reports.

Annual All-Client Conference

All INPUT forecasts are presented and discussed; sessions of specific interest to FISSP clients are held.

CUSTOM RESEARCH AND CONSULTING

INPUT can provide custom research and consulting to clients for an additional fee. Such areas as agency research, competitive analysis, technology impacts on federal markets, contract award research, agency selection practices, and specialized forecasting can be addressed.

About INPUT®

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

INPUT[®]

**1989 INFORMATION SYSTEMS
PROGRAM**

1989 Information Systems Program (ISP)

CRITICAL ROLE

IS plays a critical role in a company's competitive position, often making the difference between company profit and loss.

Today, IS must meet end-user demands for quality and fast response as well as corporate demands for reduced spending.

IS managers must find new ways to offset costs and leverage investments, while keeping pace with rapid IS evolution.

ISP—THE POWER TO KEEP PACE

INPUT's Information Systems Program (ISP)—designed, developed, and run by experienced IS executives—can help you keep pace.

PROGRAM DESCRIPTION

REPORT SERIES	
#1	End-User Computing
#2	Executive Information Systems
#3	Systems Integration and the Information Systems Function
#4	Information Systems Planning Report
#5	Image Processing
#6	Managing the Applications Portfolio
INDUSTRY SECTOR REPORTS	
15 Specific Industries	
CLIENT SUPPORT	
#1	"Hotline" Client Inquiry Service
#2	On-Site Presentation
#3	Access to INPUT IS Professionals and Information Centers
#4	Conference
Start-Up Library of Reports Available	

BY EXECUTIVES FOR EXECUTIVES

INPUT's Information Systems Program was designed by IS executives who understand your critical need for concise, timely, and relevant information at an affordable price.

REPORT SERIES

End-User Computing

An in-depth look at the influence and role of the end user. This report includes sections on end-user computing budgets, status of departmented computing, and skills required for successful end-user computers programs. Changes in the IS function as end-user computing expands is also examined.

Executive Information Systems

A top-down look at this latest trend to interface information technology to the executive. This report provides an overview look at the form of this application technology, key vendors, and progress being made in applying EIS.

Systems Integration and the Information Systems Function

An overview look at the impact of systems integration on the IS function. This report explores how information systems can adapt and contribute to a more successful deployment of information technology as organizations turn to outside services for systems solutions.

Image Processing

This report provides an in-depth look at image processing and analyzes industry's progress in applying this emerging technology. Forecasts, technology trends, and leading vendor profiles are included.

Managing the Applications Portfolio

A brief look at the problem of managing today's aging, decentralized, and multi-platform based applications portfolio. This report examines what IS organizations and vendors are doing to help effectively manage this investment.

Annual Information Systems Planning Report

A comprehensive analysis of critical business trends, information systems issues, and budgets. Emphasis is on new technology and end-user computing.

INDUSTRY SECTOR REPORTS

Access to 15 industry-specific and 7 cross-industry vertical market reports from INPUT's Market Analysis Program (MAP). Forecasts, analysis, user issues, and recommendations to vendors are included.

CLIENT SUPPORT

"Hotline" Client Inquiry Service

ISP clients receive continuous support from INPUT's Information Systems consultants throughout their program year. The objectives of the service are to:

- Provide telephone consultation
- Fulfill "short-term" research needs (requiring fewer than 2 hours)
- Clarify/amplify ISP report and presentation data.

Approximately 40 hours per year per client are reserved for "Hotline" services; this allotment can be increased at an additional fee.

On-Site Presentation

INPUT will present cumulative results of all ISP research at your site once each year. You select the time and place. INPUT professionals will present to a group of any size; presentation time is approximately two hours, followed by a question/answer session.

Access to INPUT IS Professionals/Information Centers

As a client you are invited to contact our IS consultants and/or use any of INPUT's four Information Centers (CA, NJ, DC, UK). The California facility houses more than 150 trade publications, files on more than 4,000 vendors, more than 300 industry/application files, and all INPUT studies conducted for general release.

Annual All-Client Conference

All INPUT forecasts are presented and discussed; sessions of specific interest to ISP clients are held.

About **INPUT**[®]

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

OFFICES

North America

Headquarters

1280 Villa Street
Mountain View, CA 94041
(415) 961-3300
Telex 171407 Fax (415) 961-3966

New York

Parsippany Place Corp. Center
Suite 201
959 Route 46 East
Parsippany, NJ 07054
(201) 299-6999
Telex 134630 Fax (201) 263-8341

Washington, D.C.

8298 C, Old Courthouse Rd.
Vienna, VA 22180
(703) 847-6870 Fax (703) 847-6872

International

Europe

INPUT LTD.
41 Dover Street
London W1X 3RB, England
01-493-9335
Telex 27113 Fax 01-629-0179

INPUT s.a.r.l.

29, Leningrad
Paris 8, France
42-93-60-50
Telex 2064 70 Fax 45-22-62-23

Japan

FKI, Future Knowledge Institute
Saida Building,
4-6, Kanda Sakuma-cho
Chiyoda-ku,
Tokyo 101, Japan
03-864-4026 Fax 001-03-864-4114

Renewal Agreement

INPUT's U.S. Customer Service Program (CSP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please renew our order for INPUT's U.S. Customer Service Program (CSP) as indicated below:

- | | |
|--|--|
| <input type="checkbox"/> Full Program (includes all program modules) | <input type="checkbox"/> Small Systems Service Program |
| <input type="checkbox"/> Large Systems Service Program | <input type="checkbox"/> Third-Party Maintenance Program |
| | <input type="checkbox"/> PC/Workstation Service Program |

SCHEDULE OF FEES

- | | |
|--|--|
| <input type="checkbox"/> Full Program \$29,000. | <input type="checkbox"/> Two Program Modules \$16,500. |
| <input type="checkbox"/> Three Program Modules \$23,000. | <input type="checkbox"/> One Program Module \$9,500. |

TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$_____.
- ☐ Bill my company on purchase order number _____ in the amount of \$_____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1289S 8/88

INPUT



Renewal Agreement

INPUT's Customer Service Program—Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please renew our subscription to INPUT's Customer Service Program—Europe (CSPE) at the fee of \$21,000.

TERM OF SUBSCRIPTION

The initial term of this subscription will begin January 1, 1989 and end December 31, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$ _____.
- ☐ Bill my company on purchase order number _____ in the amount of \$ _____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1288S 8/88

INPUT



Renewal Agreement

INPUT's Electronic Data Interchange Program (EDIP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please renew our subscription to INPUT's Electronic Data Interchange Program (EDIP) at the fee of \$9,500.

TERM OF SUBSCRIPTION

The initial term of this subscription will begin January 1, 1989 and end December 31, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$_____.
- ☐ Bill my company on purchase order number _____ in the amount of \$_____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1288S 8/88

INPUT



Renewal Agreement

INPUT's Federal Information Systems and Services Program (FISSP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please renew our subscription to INPUT's Federal Information Systems and Services Program (FISSP) at the fee of \$25,000.

TERM OF SUBSCRIPTION

The initial term of this subscription will begin January 1, 1989 and end December 31, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$_____.
- ☐ Bill my company on purchase order number _____ in the amount of \$_____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1286S 8/88

INPUT



Service Agreement

INPUT's Multinational Network Program (MNP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please enter our subscription to INPUT's Multinational Network Program (MNP) at the fee of \$15,000.

TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$ _____.
- ☐ Bill my company on purchase order number _____ in the amount of \$ _____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1288S 9/88

INPUT



Renewal Agreement

INPUT's Systems Integration Program (SIP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300, Fax: (415) 961-3966

Yes! Please renew our order for INPUT's Systems Integration Program (SIP) at fee checked below.

- ☐ Systems Integration Program (SIP) only at the fee of \$16,500.
☐ Systems Integration Program (SIP) add-on to FISSP and/or MAP services at the add-on fee of \$14,500.

TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

Subscription fee payment in full covers lease of all data base materials for term of the subscription. Unless subscription is renewed, all of same materials must be returned to INPUT within ten (10) days of end of subscription period.

Travel expenses for on-site presentation are additional and will be billed separately.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$ _____.
☐ Bill my company on purchase order number _____ in the amount of \$ _____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization _____

Address _____

Signature _____

Name _____

Title _____

Telephone _____

Date _____

Accepted By INPUT:

Signature _____

Name _____

Title _____

Date _____

8/88

INPUT



Renewal Agreement

INPUT's Information Systems Program (ISP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

- ☐ Yes! Please renew our subscription to INPUT's Information Systems Program (ISP) at the fee of \$13,500.
☐ Yes! Please renew our subscription to INPUT's Information Systems Program (ISP) and the EDI option for user companies at the fee of \$18,000.

TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$_____.
☐ Bill my company on purchase order number _____ in the amount of \$_____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1289S 9/88

INPUT



Renewal Agreement

INPUT's Market Analysis Program—U.S. (MAP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please renew our subscription to INPUT's Market Analysis Program (MAP) at the fee of \$27,500.

TERM OF SERVICE

The initial term of this subscription will begin January 1, 1989 and end December 31, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.
--

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$ _____.
- ☐ Bill my company on purchase order number _____ in the amount of \$ _____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1288S 8/88

INPUT



Renewal Agreement

INPUT's Market Analysis Program—Europe (MAPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please renew our subscription to INPUT's Market Analysis Program—Europe (MAPE) at the fee of \$13,500.

TERM OF SUBSCRIPTION

The initial term of this subscription will begin January 1, 1989 and end December 31, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.
--

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$_____.
- ☐ Bill my company on purchase order number _____ in the amount of \$_____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1286S 8/88

INPUT



Renewal Agreement

INPUT's Vendor Analysis Program (VAP)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194 (415) 961-3300

Yes! Please renew our subscription to INPUT's Vendor Analysis Program (VAP) at the fee of \$9,500.

TERM OF SUBSCRIPTION

The initial term of this subscription will begin January 1, 1989 and end December 31, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

Subscription fee payment in full covers lease of all Vendor Profiles, Vendor Briefs and Vendor Data Base materials for term of the subscription. Unless subscription is renewed, all of same materials must be returned to INPUT within ten (10) days of end of subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$ _____.
- ☐ Bill my company on purchase order number _____ in the amount of \$ _____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date



Service Agreement

INPUT's Vendor Analysis Program—Europe (VAPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194 (415) 961-3300

Yes! Please enter our subscription to INPUT's information services Vendor Analysis Program—Europe (VAPE) at the fee of \$8,000.

TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1989. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

Subscription fee payment in full covers lease of all Vendor Profiles, Vendor Briefs and Vendor Data Base materials for term of the subscription. Unless subscription is renewed, all of same materials must be returned to INPUT within ten (10) days of end of subscription period.

EARLY RENEWAL DISCOUNT—A 2% discount may be deducted from the total amount of order if payment received by November 1, 1988.

TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date.

- ☐ Enclosed is my check in the amount of \$_____.
- ☐ Bill my company on purchase order number _____ in the amount of \$_____.

CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

Authorized By:

Client Organization

Address

Signature

Name

Title

Telephone

Date

Accepted By INPUT:

Signature

Name

Title

Date

1289S 8/88

INPUT

